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AUTHOR	Purdy, Leslie, Comp.
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ABSTRACT

These instructional objectives, written by Joyce I. Kupsh, have been selected from materials used at Golden West College (California). These objectives are offered simply as samples that may be used where they correspond to the skills, abilities, and attitudes instructors want their students to acquire. These objectives may also serve as models for assisting instructors to translate their courses into specific measurable terms. For other objectives in a related course see: ED 033 714 (Shorthand). (MB)

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Instructional Objectives for a Junior College Course in Secretarial Procedures

Secretarial Science 73
Instructor: Joyce I. Kupsh
Golden West College
Huntington Beach, California

JC 720 216

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CLEARINGHOUSE FOR
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INFORMATION

Leslie Purdy, Compiler
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COURSE: Sec. 73, Secretarial Procedures

CATALOG DESCRIPTION: A course designed to help the student develop personal characteristics and traits. Subjects include grooming, dress, speech, personality, getting along with others, talking on the telephone, applying for a job, and other problems which students may find upon entering the business world.

TIME ASSIGNMENT: The class will meet two fifty-minute class periods during a week.

CREDIT: Two semester units.

PURPOSES: Secretarial Procedures was prepared especially for students wishing to gain a finishing course in office procedures used in today's business and professional offices.

UNITS:

Unit I –	YOUR SECRETARIAL CAREER	(1 week)
Unit II	YOUR WORKING IMAGE	(2 weeks)
Unit III	YOU SELECT A JOB	(2 weeks)
Unit IV	YOU TAKE DICTATION	(2 weeks)
Unit V	YOU TRANSCRIBE	(2 weeks)
Unit VI	YOU ORGANIZE AND PLAN	(2 weeks)
Unit VII	YOUR COMMUNICATIONS	(2 weeks)
Unit VIII	YOU WRITE REPORTS	(2 weeks)
Unit IX	A SECRETARY'S DAY	(1 week)
Unit X	YOUR PROFESSIONAL DEVELOPMENT	(1 week)

GENERAL OBJECTIVES: At the conclusion of this course, enrollees will be able to:

(1) demonstrate good study and work habits.
(2) understand importance of good communications.
(3) organize and plan short and long range projects.
(4) self-evaluate themselves.

UNIT I YOUR SECRETARIAL CAREER

Objectives

I. GENERAL: The student will understand the duties and tasks of office workers and will begin to analyze his potentials in accordance to his goals.

SPECIFIC:

1. During class, the student will complete Work Sheet 1...an analysis of his personal attitudes and general knowledge.
2. During class, the student will be timed on Work Sheet 2 on typewriting.
3. During class, the student will be timed on Work Sheet 3 on transcription.
4. Given a list of duties performed by a secretary, the student will check whether the duties are basic skills or requirements beyond skills.
5. Given a list of kinds of secretarial positions, the student will match these positions with appropriate jobs descriptions.
6. The student will identify various positions as to the three specialization areas.

II. GENERAL: The student will be familiar with the features and the disadvantages of various correction methods. (in erasing)

SPECIFIC: Given a list of correction methods and another list of special features and uses, including disadvantages, the student will make proper identification.

Media

1. Strony, Madeline S., Mary S. Smith, and M. Claudia Garvey, The Secretary at Work, McGraw-Hill Book Company, 1966, Chapter I.
2. The Secretary at Work, p. 171 (Guide to Selection of Correction Devices).
3. Handout Sheet -- "Requirements Beyond Skills"
4. Handout Sheet -- "Kind of Secretarial Positions"
5. Handout Sheet -- "Secretarial Specialization"

UNIT II YOUR WORKING IMAGE

Objectives

I. GENERAL: The student will understand the importance of the way she looks on a job.

SPECIFIC:
1. Outside of class, the student will complete a self-evaluation test on grooming - cleanliness, simplicity, harmony, and general.

II. GENERAL: The student will understand the importance of the way she speaks.

SPECIFIC:
1. Outside of class, the student will complete Work Sheet 5 on "How Do You Sound?"

III. GENERAL: The student will understand the importance of the way she acts.

SPECIFIC:
1. Outside of class, the student will complete Work Sheet 6 on "How Do You Act?"
2. Outside of class, the student will complete Work Sheet 4 as instructed in the Secretarial Projects - No. 2.

IV. GENERAL: The student will understand the uses of quotations and footnotes in the typing of papers.

SPECIFIC:
1. The student will identify the various methods of showing quotations on written reports.
2. The student will identify the various methods of typing footnotes on written reports.
3. The student will be able to match terminology on given lists of quotations and footnotes.

V. GENERAL: The student will write reports on magazine articles and chapters of books.

SPECIFIC:
1. Outside of class, the student will make a selection from Group A of the Recommended Readings and write a brief summary of the article and then state his own personal reactions to the article.
2. Outside of class, the student will make a selection from Group B or C and do as request in No. 1 above.

Media

1. The Secretary at Work, Chapter 2.
2. The Secretary at Work, p. 182-183 (Quotations and Footnotes).
3. Recommended Readings from Chapter 2.
4. Gregg Secretarial Training Records--Set One, Records 2, 5, and 6.
5. Resource Speaker.

UNIT III YOU SELECT A JOB

Objectives

I. GENERAL: The student will embark upon a job hunting campaign. (This can be for make believe or for real.)

SPECIFIC:

1. The student will list different means of finding job openings.
2. The student will identify the factors involved in the issue of whether to work in a large or small office.
3. Outside of class the student will prepare a letter of application for himself.
4. Outside of class, the student will develop a resume on himself.
5. The student will identify appropriate and inappropriate procedures concerning the job interview and the follow up.
6. The student will complete Work Sheet 24 on mental alertness under timed conditions during class.
7. During class under timed conditions, the student will complete Work Sheet 25 on English grammar.
8. During class under timed conditions, the student will complete Work Sheet 26 on spelling.
9. During class under timed conditions, the student will complete Work Sheet 27 on typing and dictation-transcribing.

II. GENERAL: The student will become familiar with the ten spelling rules.

SPECIFIC:

1. The student will demonstrate his knowledge of the spelling rules on a spelling test.

III. GENERAL: See Unit II, Objective V.

Media

1. The Secretary at Work, Chapter 9.
2. The Secretary at Work, p. 177-8 (Spelling Rules).
3. Recommended Readings from Chapter 9.
4. Gregg Secretarial Training Records - Set One, Record 1.
5. Resource Speaker
6. Handout pamphlets on applying for jobs.

UNIT IV YOU TAKE DICTATION

Objectives

I. GENERAL: The student will develop proper dictation habits.

SPECIFIC: 1. The student will identify appropriate and inappropriate practices in taking dictation from the boss.

II. GENERAL: The student will develop a knowledge of mail procedures.

SPECIFIC: 1. The student will identify proper procedures on incoming mail practices.

III. GENERAL: The student will be familiar with various reference books.

SPECIFIC: 1. The student will be able to identify sources used in finding various information.

2. The student will be able to use various sources in the finding of detailed information.

IV. GENERAL: The student will improve dictation skills.

SPECIFIC: 1. During class, the student will demonstrate various skills:
a. Spelling - Work Sheet 7
b. Similar words - Work Sheet 8
c. Finding and correcting errors - Work Sheet 9
d. Selecting punctuation and figures or words

V. GENERAL: The student will become familiar with various typing and erasing shortcuts.

SPECIFIC: 1. The student will orally demonstrate various typing and erasing shortcuts to the class.

VI. GENERAL: The student will become familiar with similar words.

SPECIFIC: 1. Given 50 sentences using similar words, the student will choose the correct response.

VII. GENERAL: See Unit II, Objective V.

Media

1. The Secretary at Work, Chapter 3.
2. The Secretary at Work, p. 171 (typewriter ribbons).
3. The Secretary at Work, p. 179-180 (similar words).
4. Recommended Readings from Chapter 3.
5. Gregg Secretarial Training Records - Set Two, Record 1.

UNIT V YOU TRANSCRIBE

Objectives

I. GENERAL: The student will learn to make effective use of the three basic steps in the transcription process.

SPECIFIC:

1. The student will classify steps in the preparation for transcription, transcribing of shorthand notes, and the follow-up duties that complete the job.

II. GENERAL: The student will become acquainted with basic letter, memo, and report styles.

SPECIFIC:

1. The student will type letters in any of the styles requested.
2. The student will use carbon paper and the special notations involved with its use.
3. The student will use correct procedures for preparing envelopes.
4. The student will identify and know the most appropriate types of mail service to use for various kinds of mail.

III. GENERAL: The student will have a basic knowledge of all types of office machines.

SPECIFIC:

1. Given a list of duplicating machines, the student will decide on the appropriate machine to use on a list of ten various types of duplicating jobs which might be required in office work. In some cases either of two answers might be accepted.
2. The student will be able to identify and define purposes of other types of office equipment such as transcribing and adding or calculating machines.

IV. GENERAL: The student will perform various tasks accurately in a minimum amount of time.

SPECIFIC:

1. The student will type, in class under timed conditions, Work Sheet 11 a final copy from rough draft.
2. The student will type, in class under timed conditions, the letter in Work Sheet 12 according to the directions given.
3. The student will type, in class under timed conditions, the project in Work Sheet 13 according to the directions given.
4. The student will complete Work Sheet 14.

V. GENERAL: The student will become familiar with punctuation rules.

SPECIFIC:

1. Students will demonstrate punctuation ability by punctuating 25 sentences.

UNIT V YOU TRANSCRIBE (continued)

Objectives

VI. GENERAL: See Unit II, Objective V.

Media

1. The Secretary at Work, Chapter 4.
2. The Secretary at Work, p. 173-177 (Punctuation in Brief).
3. Recommended Readings from Chapter 4.

UNIT VI YOU ORGANIZE AND PLAN

Objectives

I. GENERAL: The student will learn proper organization and planning.

SPECIFIC:
1. The student will be able to identify proper work habits.
2. The student will identify, in a matching situation, the various types of filing and reminder systems.
3. The student will list the steps and practices to follow in organizing a conference.

II. GENERAL: The student will use filing procedures and rules.

SPECIFIC:
1. In class, the student will complete Work Sheet 15 on filing procedures.
2. In class, the student will complete Work Sheet 16 on alphabetic filing.
3. In class, the student will complete Work Sheet 17 on subject filing.
4. Outside of class, the student will type the biographical data sheet in Work Sheet 18 as instructed in the directions.

III. GENERAL: The student will become familiar with proper methods of using figures.

SPECIFIC:
1. The student will be given a list of 25 multiple sentences in which he must choose the correct response.

IV. GENERAL: See Unit II, Objective V.

Media

1. The Secretary at Work, Chapter 5.
2. The Secretary at Work, p. 180-181 (Figures or Words.)
3. Recommended Readings from Chapter 5.

UNIT VII YOUR COMMUNICATIONS

Objectives

I. GENERAL: The student will practice proper communications.

SPECIFIC:

1. The student will develop a thorough knowledge of telephone techniques.
2. The student will identify the types of telegram services and the purposes of each. He will complete the fifth problem in the Secretarial Projects.
3. The student will practice proper procedures when receiving office callers or visitors - to be done at his desk at all times.
4. The student will compose and type letters as instructed in Work Sheet 19.
5. The student will prepare telephone messages as instructed in Work Sheet 20.
6. The student will complete the speaking and the vocabulary test on Work Sheet 21.

II. GENERAL: See Unit II, Objective V.

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1. The Secretary at Work, Chapter 6.
2. Recommended Readings from Chapter 6.
3. Gregg Training Records - Set One, Records 3 and 4.
4. Resource Speaker
5. Handout materials

UNIT VIII YOU WRITE REPORTS

Objectives

I. GENERAL: The student will become familiar with writing various kinds of reports.

SPECIFIC: 1. The student will orally discuss the report format, researching the report, organizing the report, and presenting the report in appropriate form.

II. GENERAL: The student will become familiar with typing expense reports.

SPECIFIC: 1. The student will complete the detailed expense form for Mr. Avery by filling in Work Sheet 22 according to the instructions.

III. GENERAL: The student will develop a written project.

SPECIFIC: 1. The student will choose a topic from the suggestions given in Secretarial Projects, No. 3, and develop a report which will be due at a later date.

IV. GENERAL: See Unit II, Objective V.

Media

1. The Secretary at Work, Chapter 7.
2. Recommended Readings from Chapter 7.
3. Gregg Training Records - Set Two, Records 1 and 2.

UNIT IX A SECRETARY'S DAY

Objectives

I. GENERAL: The student will become familiar with daily secretarial duties.

SPECIFIC: 1. The student will be given various difficult situations which might arise and discuss the possible solutions.

II. GENERAL: The student will develop a travel schedule for an employer.

SPECIFIC: 1. Outside of class, the student will prepare a travel schedule for Jonathan P. Darcy, as instructed in Secretarial Procedures, No. 1, and complete the detailed itinerary and the summary schedule on the Itinerary Form (Work Sheet 23) as instructed in the directions.

III. GENERAL: See Unit II, Objective V.

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1. The Secretary at Work, Chapter 8.
2. Recommended Readings from Chapter 8.
3. Gregg Training Records - Set Two, Record 3.

UNIT X YOUR PROFESSIONAL DEVELOPMENT

Objectives

I. GENERAL: The student will become familiar with professional (secretarial) terminology.

SPECIFIC: 1. The student will be able to identify and define the professional organizations, their standards of achievement and conduct and continuing study.

II. GENERAL: The student will develop a plan for his future growth and professional growth.

SPECIFIC: 1. Outside of class, the student will type in report form his plan as suggested in Secretarial Projects No. 5.

Media

1. The Secretary at Work, Chapter 10.
2. Recommended Readings from Chapter 10.
3. Gregg Training Records - Set Two, Records 4 and 5.